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Substitute for form 1449A/PTO

## INFORMATION DISCLOSURE STATEMENT BY APPLICANT

*(Use as many sheets as necessary)*

Sheet	1	of	3
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**Complete if Known**

Application Number	10/016,364
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<b>Filing Date</b>	10-30-01.
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First Named Inventor	Mikhail Yury Podrazhans
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Art Unit	TBD
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Examiner Name	TBD
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Attorney Docket Number	0761-1-1
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## U.S. PATENT DOCUMENTS

Examiner Initial	Cite No. 1	Document Number	Publication Date MM-DD-YY	Name of Patentee or Applicant of Cited Document	Pages, columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number Kind Code 2 (if known)			
KD	A	4,875,162	10-17-89	Ferriter et al.	
KD	B	5,016,170	05-14-91	Pollalis et al.	
KD	C	5,062,103	10-29-91	Davidson et al.	
KD	D	5,164,983	11-17-92	Brown et al.	
KD	E	5,321,610	06-14-94	Breslin	
KD	F	5,381,332	01-10-95	Wood	
KD	G	5,414,806	05-09-95	Richards	
KD	H	5,528,678	06-18-96	Kaplan	
KD	I	5,530,744	06-25-96	Charalambous et al.	
KD	J	5,548,506	08-20-96	Srinivasan	
KD	K	5,581,686	12-03-96	Koppolu et al.	
KD	L	5,613,058	03-18-97	Koppolu et al.	
KD	M	5,634,019	05-27-97	Koppolu et al.	
KD	N	5,671,361	09-23-97	Brown et al.	
KD	O	5,692,125	11-25-97	Schloss et al.	
KD	P	5,745,110	04-28-98	Ertemalp	
KD	Q	5,765,139	06-09-98	Bondy	
KD	R	5,765,140	06-09-98	Knudson et al.	
KD	S	5,826,236	10-20-98	Narimatsu et al.	
KD	T	5,826,252	10-20-98	Wolters, Jr. et al.	

## FOREIGN PATENT DOCUMENTS

[illegible]

**Examiner  
Signature**

Klaus Redmund

Date  
Considered

10/27/05

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<p>Application Number</p>				<p>10/016,364</p>	
<p>Filing Date</p>				<p>10-30-01</p>	
<p>First Named Inventor</p>				<p>Mikhail Yury Podrazhansky</p>	
<p>Art Unit</p>				<p>TBD</p>	
<p>Examiner Name</p>				<p>TBD</p>	
<p>Attorney Docket Number</p>				<p>0761-1-1</p>	

[illegible][illegible]

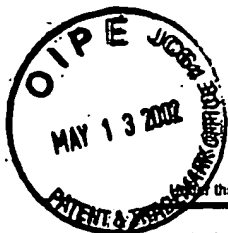
Examiner Signature	<i>Galea Robert</i>	Date Considered	<i>10/27/05</i>
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PTO/SB/08A (10-01)  
Approved for use through 10/31/2002. OMB 0651-0031  
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Substitute for form 1449A/PTO		<b>Complete if Known</b>			
<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>  (Use as many sheets as necessary)		Application Number	10/016,364		
		Filing Date	10-30-01		
		First Named Inventor	Mikhail Yury Podrazhansky		
		Group Art Unit	TBD		
		Examiner Name	TBD		
Sheet	3	of	3	Attorney Docket Number	0761-1-1

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OTHER PRIOR ART – NON PATENT LITERATURE DOCUMENTS			
Examiner Initial	Cite No. 1	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>2</sup>
KD	5	XCELERATOR, <a href="http://amcat.com/">http://amcat.com/</a> , 9/15/2000	
KD	6	SimACD and Call Center Designer, By Portage Communications, Inc., 9/15/2000	
KD	7	Call Center Designer (New Version 2.4 Just Released), By Portage Communications, Inc., 9/15/2000	
KD	8	CenterForce Optimizer, CenterForce Technologies, 9/15/2000	
KD	9	IEX, TotalView - Workforce Management, 9/15/2000	
KD	10	Management Information Systems, CRM Xchange, 9/15/2000	
KD	11	What's Next in Monitoring Technology? Data Mining Finds A Calling In Call Centers, Dictaphone, 9/15/2000	

Examiner Signature	<i>Kolye Podrazhansky</i>	Date Considered	10/27/05
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